

WORKLOAD NARRATIVE

FIELD OPERATIONS

July 2017

Workload: In July, new cases [17,699] represented the smallest intake since February, though only 3% below the average for 2017. Closed cases [15,735] were 13% below their average, and represented the fewest dispositions **since July 2006**. The open inventory [26,069] is at its highest level since November and 9% greater than the average so far this year.

UI. In UI, new cases [16,356 cases; 9,617 appellants] represented the smallest intake since February, though only 2% below the average for 2017. Closed cases [14,141 cases; 8,315 appellants] were 14% below the average this year and represented the smallest output in **eleven years**. This was the third time in four months in which intake exceeded output. The open balance [16,526 cases; 9,717 appellants] is at its highest level since November and 18% above average. The inventory of extension cases is now 2.5% of the entire UI workload.

DI. In July, DI appeals [822] were the fewest new cases in one year and 17% below the 2017 average. Dispositions [940] were 7% below their norm but exceeded intake. The open inventory [1,342] fell but is still 2% greater than average for this year.

Tax, Rulings, Other. In tax, the number of new petitions [162] was 9% below the average this year and represented the smallest intake since April. Meanwhile, dispositions [377] were at their highest level since last July and exceeded intake for the seventh straight month. The open inventory [3,879] fell to its lowest level since February 2015 and is now 9% below the 2017 average. Intake of ruling and tax ruling cases [341] was right at average levels. Dispositions [267] were roughly the same as June but 35% below the norm so far this year. The open inventory [4,288] is at its highest level since January and 2% greater than the average this year. However, it should be noted that all of the increase has been in the benefit ruling cases, as the tax ruling inventory is at its lowest level since April 2014.

Case Aging and Time Lapse. All timeliness measures were achieved for the sixth straight month. 30-day time lapse was at 65.6%; 45-day time lapse was at 86.5%; and average case age was at 26.2 days, which was the 8th consecutive month we were below the 30 day standard.

Unfortunately, the results for the extension cases suffered last month. 30-day time lapse fell to 39.1%. 45-day time lapse fell to 75.5%. Average case age jumped to 35 days.

UICY TRENDS - FO

Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42

NEW OPENED CASES

CY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	29,259	24,091	26,279	30,284	26,654	24,702	24,330	22,177	21,805	21,462	16,062	19,991	287,096	23,925		
2015	17,415	16,163	19,647	21,674	18,055	19,418	20,036	18,448	17,611	19,209	16,111	17,146	220,933	18,411	77%	-5,514
2016	16,472	15,966	18,071	18,348	17,340	18,040	16,201	18,807	16,775	16,025	15,343	15,199	202,587	16,882	92%	-1,529
2017	16,461	14,507	18,941	16,700	17,147	16,497	16,356						116,609	16,658	99%	-224

12

UI registrations to date are down 3% from 2016, down 12% from 2015, and down 37% from 2014

UI registrations monthly average is down 1% from 2016, down 10% from 2015, and down 30% from 2014

CLOSED CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	26,057	25,250	26,573	26,957	27,140	25,221	25,688	24,541	20,520	23,658	17,228	18,900	287,733	23,978		
2015	19,584	20,754	20,060	19,749	18,729	19,303	19,666	17,767	17,577	18,931	15,488	17,087	224,695	18,725	78%	-5,253
2016	15,904	17,321	19,541	15,807	17,320	17,645	15,409	18,700	16,349	17,115	15,625	17,438	204,174	17,015	91%	-1,710
2017	16,421	17,230	19,012	14,983	16,195	16,790	14,141						114,772	16,396	96%	-619

Mult

2/5

UI dispositions to date are down 4% from 2016, down 17% from 2015, and down 37% from 2014

UI dispositions monthly average is down 4% from 2016, down 12% from 2015, and down 32% from 2014

BALANCE OPEN CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	25,994	24,779	24,421	27,670	27,131	26,548	25,113	22,670	23,888	21,619	20,404	21,447		24,307		
2015	19,211	14,570	14,111	15,981	15,268	15,304	15,571	16,198	16,183	16,430	17,047	17,067		16,078	66%	-8,229
2016	17,568	16,169	14,610	17,117	17,104	17,469	18,206	18,246	18,640	17,514	17,208	14,922		17,064	106%	986
2017	14,930	12,175	12,067	13,743	14,654	14,329	16,526							14,061	82%	-3,004

Mult

12

UI balance to date is down 17% from 2016, down 11% from 2015, and down 46% from 2014

UI balance monthly average is down 18% from 2016, down 13% from 2015, and down 42% from 2014

	2016	2015	2014	chg 2016 avg	chg 2016 YTD
	82%	87%	58%		

DI CY TRENDS - FO
Program Codes 7, 10, 11, 12, 16 & 20

NEW OPENED CASES

CY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	1,004	958	979	1,158	1,088	1,131	1,352	1,027	1,113	1,102	815	1,062	12,789	1,066		
2015	1,104	990	1,035	1,085	1,019	1,141	1,205	1,158	1,004	992	871	921	12,525	1,044	98%	-22
2016	861	995	1,140	979	944	974	790	1,013	884	850	857	856	11,143	929	89%	-115
2017	1,039	911	1,046	1,085	1,003	1,068	822						6,974	996	107%	68

DI registrations to date are up 4% from 2016, down 8% from 2015, and down 9% from 2014

DI registrations monthly average is up 7% from 2016, down 5% from 2015, and down 7% from 2014

CLOSED CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	835	891	958	927	1,047	1,038	1,024	1,101	1,241	1,165	965	1,073	12,265	1,022		
2015	1,144	1,230	1,376	1,045	939	978	1,149	1,052	906	1,034	850	964	12,667	1,056	103%	33
2016	927	964	852	1,111	1,096	1,062	864	967	789	854	873	1,031	11,390	949	90%	-106
2017	1,225	932	998	884	1,240	826	940						7,045	1,006	106%	57

DI dispositions to date are up 2% from 2016, down 10% from 2015, and up 5% from 2014

DI dispositions monthly average is up 6% from 2016, down 5% from 2015, and down 2% from 2014

BALANCE OPEN CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	1,469	1,536	1,557	1,788	1,830	1,922	2,250	2,176	2,048	1,984	1,834	1,823	1,851		
2015	1,782	1,542	1,198	1,237	1,318	1,480	1,534	1,639	1,737	1,694	1,715	1,672	1,546	83%	-306
2016	1,605	1,636	1,924	1,791	1,638	1,549	1,475	1,520	1,614	1,609	1,593	1,417	1,614	104%	69
2017	1,232	1,210	1,257	1,458	1,220	1,463	1,342						1,312	81%	-303

DI balance to date is down 21% from 2016, down 9% from 2015, and down 26% from 2014

DI balance monthly average is down 19% from 2016, down 15% from 2015, and down 29% from 2014

2016	81%	79%	
2015	85%	91%	
2014	71%	74%	
chg 2016 avg		chg 2016 YTD	

TAX CY TRENDS - FO

Program Codes 15, 17, 18, 32, 45, 46, 47, 48, 49

NEW OPENED CASES

CY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	232	320	285	230	222	217	217	234	255	178	253	253	2,896	241		
2015	124	197	271	194	189	300	247	235	177	136	268	270	2,608	217	90%	-24
2016	127	244	253	141	254	170	169	269	281	213	178	282	2,581	215	99%	-2
2017	122	187	189	127	233	222	162						1,242	177	82%	-38

Tax registrations to date are down 9% from 2016, down 18% from 2015, and down 28% from 2014

Tax registrations monthly average is down 18% from 2016, down 18% from 2015, and down 26% from 2014

CLOSED CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	208	265	232	129	257	300	200	149	195	174	145	120	2,374	198		
2015	81	150	143	212	252	272	196	93	64	76	81	139	1,759	147	74%	-51
2016	121	73	141	164	160	285	512	264	178	161	138	171	2,368	197	135%	51
2017	316	247	280	247	265	362	377						2,094	299	152%	102

Tax dispositions to date are up 44% from 2016, up 60% from 2015, and up 32% from 2014

Tax dispositions monthly average is up 52% from 2016, up 104% from 2015, and up 51% from 2014

BALANCE OPEN CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	3,276	3,328	3,381	3,482	3,447	3,363	3,379	3,463	3,523	3,526	3,633	3,766	3,464		
2015	3,808	3,854	3,979	3,961	3,897	3,923	3,969	4,112	4,223	4,283	4,470	4,574	4,088	118%	624
2016	4,580	4,742	4,853	4,830	4,918	4,802	4,458	4,453	4,547	4,598	4,638	4,749	4,681	115%	593
2017	4,555	4,494	4,403	4,278	4,243	4,101	3,879						4,279	91%	-402

Tax balance to date is down 10% from 2016, up 9% from 2015, and up 27% from 2014

Tax balance monthly average is down 9% from 2016, up 5% from 2015, and up 24% from 2014

2016	91%	90%
2015	105%	109%
2014	124%	127%
chg 2016 avg		chg 2016 YTD

RULING-OTHER CY TRENDS - FO

Program Codes 9, 13, 14, 19, 21, 22, 40, 44

NEW OPENED CASES

CY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	156	223	402	791	601	228	231	217	190	119	71	133	3,362	280		
2015	97	152	329	464	396	294	247	254	123	144	228	380	3,108	259	92%	-21
2016	316	249	210	418	148	229	314	162	239	248	272	292	3,097	258	100%	-1
2017	356	198	407	410	364	433	359						2,527	361	140%	103

Ruling/Other registrations to date are up 34% from 2016, up 28% from 2015, and down 4% from 2014
 Ruling/Other registrations monthly average is up 40% from 2016, up 39% from 2015, and up 29% from 2014

CLOSED CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	204	383	288	130	156	113	174	106	269	209	160	284	2,476	206		
2015	116	139	915	243	286	206	271	176	196	193	186	95	3,022	252	122%	46
2016	120	118	220	219	238	308	290	333	211	207	354	344	2,962	247	98%	-5
2017	334	930	408	405	345	281	277						2,980	426	172%	179

Ruling/Other dispositions to date are up 97% from 2016, up 37% from 2015, and up 106% from 2014
 Ruling/Other dispositions monthly average is up 72% from 2016, up 69% from 2015, and up 106% from 2014

BALANCE OPEN CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	3,724	3,566	3,667	4,329	4,775	4,892	4,914	5,022	4,942	4,851	4,761	4,597	4,503		
2015	4,580	4,591	4,002	4,221	4,332	4,420	4,396	4,473	4,398	4,349	4,387	4,673	4,402	98%	-102
2016	4,869	5,000	4,989	5,186	5,091	5,011	5,035	4,859	4,878	4,920	4,838	4,787	4,955	113%	553
2017	4,809	4,078	4,076	4,083	4,100	4,251	4,322						4,246	86%	-710

Ruling/Other balance to date is down 16% from 2016, down 3% from 2015, and even with 2014
 Ruling/Other balance monthly average is down 14% from 2016, down 4% from 2015, and down 6% from 2014

2016	86%	84%
2015	96%	97%
2014	94%	100%
chg 2016 avg		chg 2016 YTD

ALL PROGRAM CY TRENDS - FO

NEW OPENED CASES

CY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	30,651	25,592	27,945	32,463	28,565	26,278	26,130	23,655	23,363	22,861	17,201	21,439	306,143	25,512		
2015	18,740	17,502	21,282	23,417	19,659	21,153	21,735	20,095	18,915	20,481	17,478	18,717	239,174	19,931	78%	-5,581
2016	17,776	17,454	19,674	19,886	18,686	19,413	17,474	20,251	18,179	17,336	16,650	16,629	219,408	18,284	92%	-1,647
2017	17,978	15,803	20,583	18,322	18,747	18,220	17,699						127,352	18,193	100%	-91

Multi: 12
All Programs registrations to date are down 2% from 2016, down 11% from 2015, and down 36% from 2014
All Programs registrations monthly average is even with 2016, down 9% from 2015, and down 29% from 2014

CLOSED CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	27,304	26,789	28,051	28,143	28,600	26,672	27,086	25,897	22,225	25,206	18,498	20,377	304,848	25,404		
2015	20,925	22,273	22,494	21,249	20,206	20,759	21,282	19,088	18,743	20,234	16,605	18,285	242,143	20,179	79%	-5,225
2016	17,072	18,476	20,754	17,301	18,814	19,300	17,075	20,264	17,527	18,337	16,990	18,984	220,894	18,408	91%	-1,771
2017	18,296	19,339	20,698	16,519	18,045	18,259	15,735						126,891	18,127	98%	-281

Multi: 2/5
All Programs dispositions to date are down 1% from 2016, down 15% from 2015, and down 34% from 2014
All Programs dispositions average is down 2% from 2016, down 10% from 2015, and down 29% from 2014

BALANCE OPEN CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	34,463	33,209	33,026	37,269	37,183	36,725	35,656	33,331	34,401	31,980	30,632	31,633	34,126		
2015	29,381	24,557	23,290	25,400	24,815	25,127	25,470	26,422	26,541	26,756	27,619	27,986	26,114	77%	-8,012
2016	28,622	27,547	26,376	28,924	28,751	28,831	29,174	29,078	29,679	28,641	28,277	25,875	28,315	108%	2,201
2017	25,526	21,957	21,803	23,562	24,217	24,144	26,069						23,897	84%	-4,418

Multi: 12
All Programs balance to date is down 16% from 2016, down 6% from 2015, and down 32% from 2014
All Programs balance monthly average is down 16% from 2016, down 8% from 2015, and down 30% from 2014

	2016	84%	84%
	2015	92%	94%
	2014	70%	68%
	chg 2016 avg	chg 2016 YTD	

UI TRENDS-AO

Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	1,620	1,608	1,558	1,883	1,572	1,743	1,790	1,676	1,563	1,795	1,234	1,332	19,374	1,615		
2015	1,027	1,225	1,534	1,518	1,394	1,056	1,583	1,480	999	1,070	1,114	1,142	15,142	1,262	78%	-353
2016	937	967	1,345	1,211	960	1,322	996	986	1,248	964	775	1,010	12,721	1,060	84%	-202
2017	825	784	1,046	923	962	1,216	1,122						6,878	983	93%	-78

UI registrations Jan to date are down 11% from 2016, down 26% from 2015, and down 42% from 2014
 UI registration monthly average is down 7% from 2016, down 22% from 2015, and down 39% from 2014

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	1,443	1,490	1,689	1,817	1,599	1,548	1,518	1,752	1,871	1,503	1,381	1,571	19,182	1,599		
2015	1,348	1,285	1,212	1,271	1,231	1,733	1,782	1,527	1,318	1,139	907	1,345	16,098	1,342	84%	-257
2016	1,168	799	1,359	919	1,221	678	923	1,325	1,219	1,243	1,035	924	12,813	1,068	80%	-274
2017	886	975	963	957	1,081	1,065	949						6,876	982	92%	-85

UI dispositions Jan to date are down 3% from 2016, down 30% from 2015, and down 38% from 2014
 UI disposition monthly average is down 8% from 2016, down 27% from 2015, and down 39% from 2014

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	1,994	2,106	1,936	1,986	1,979	2,166	2,432	2,349	2,047	2,340	2,181	1,937	1,937	2,121		
2015	1,613	1,549	1,873	2,120	2,277	1,599	1,394	1,342	1,021	949	1,161	1,161	1,161	1,505	71%	-616
2016	713	878	902	1,185	917	1,560	1,631	1,291	1,317	1,033	773	862	862	1,089	72%	-416
2017	797	606	688	651	533	941	853						5,069	724	67%	-364

UI balance of open cases Jan to date are up 35% from 2016, down 69% from 2015, and down 65% from 2014
 UI balance monthly average is down 33% from 2016, down 52% from 2015, and down 66% from 2014

2016	67%	65%
2015	48%	41%
2014	34%	35%

chg to '14 avg chg to '14 YTD

DI TRENDS-AO
Program Codes 7, 10, 11, 12, 16 & 20

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	35	45	36	60	48	57	55	39	59	69	52	71	626	52		
2015	59	54	57	72	56	51	52	91	72	37	38	54	693	58	111%	6
2016	41	33	60	44	46	60	41	51	46	34	40	44	540	45	78%	-13
2017	47	56	58	37	32	50	37						317	45	101%	0

DI registrations Jan to date down 2% from 2016, down 21% from 2015, up 6% from 2014.

DI registration monthly average up 1% from 2015, down 22% from 2015, and down 13% from 2014.

2016	101%	98%
2015	78%	79%
2014	87%	94%

chg to '14 avg

chg to '14 YTD

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	59	37	38	50	45	46	45	50	50	55	45	56	576	48		
2015	59	74	53	59	74	52	80	56	101	87	34	55	784	65	136%	17
2016	39	31	61	37	48	47	31	65	35	25	56	29	504	42	64%	-23
2017	56	59	76	44	39	27	54						355	51	121%	9

DI dispositions Jan to date up 21% from 2016, down 21% from 2015, up 11% from 2014.

DI disposition monthly average up 21% from 2016, down 22% from 2015, and up 6% from 2014.

2016	121%	121%
2015	78%	79%
2014	106%	111%

chg to '14 avg

chg to '14 YTD

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of Yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	52	61	60	68	71	82	92	81	91	106	112	127	127	84		
2015	127	107	111	125	109	106	77	112	82	32	37	34	34	88	106%	5
2016	36	38	38	44	43	55	65	51	62	71	55	70	70	52	59%	-36
2017	61	58	40	33	27	49	32							43	82%	-9

Open Balance of DI Jan to date up 6% from 2016, down 61% from 2015, and down 38% from 2014.

Open Balance monthly average down 18% from 2016, down 51% from 2015, and down 49% from 2014.

2016	82%	94%
2015	49%	39%
2014	51%	62%

chg to '14 avg

chg to '14 YTD

TAX TRENDS-AO
Program Codes 15, 17, 18, 32, 45, 46, 47, 48

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	24	11	18	9	1	8	0	5	10	5	11	9	111	9		
2015	3	8	9	5	6	1	6	5	10	5	2	4	64	5	58%	-4
2016	9	1	6	4	8	11	15	15	17	10	7	9	112	9	175%	4
2017	8	6	12	9	14	8	21						78	11	119%	2

Tax registrations Jan to date are up 44% from 2016, up 105% from 2015, and down 10% from 2014
Tax registration monthly average is down 19% from 2016, up 109% from 2015, and down 20% from 2014

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	8	16	12	7	13	32	6	10	0	5	7	5	121	10		
2015	5	13	0	12	10	3	7	9	4	11	4	4	82	7	68%	-3
2016	8	11	6	1	3	5	7	3	4	5	9	5	67	6	82%	-1
2017	13	18	16	13	20	6	8						94	13	241%	8

Tax dispositions Jan to date are up 129% from 2016, up 88% from 2015 and unchanged from 2014
Tax disposition monthly average is up 141% from 2016, up 97% from 2015, and up 33% from 2014

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	74	63	69	71	59	35	22	18	28	27	31	35	35	44		
2015	33	28	37	30	26	25	24	20	26	20	19	19	19	26	58%	-19
2016	19	9	9	12	17	23	32	44	57	63	60	64	64	34	133%	9
2017	59	47	45	41	35	37	50							45	132%	11

Tax balance of open cases Jan to date is up 160% from 2016, up 55% from 2015, and down 20% from 2014
Tax balance monthly average is up 32% from 2016, up 75% from 2015, and down 1% from 2014

2016	132%	260%
2015	175%	155%
2014	101%	80%

chg to '14 avg

chg to '14 YTD

OTHER TRENDS-AO

Program Codes 9,13, 14, 19, 21,22, 40, 44

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	2	2	8	7	2	4	2	9	4	4	1	5	50	4		
2015	6	1	5	13	14	8	1	10	7	2	2	6	75	6	150%	2
2016	2	2	1	1	4	4	7	7	7	2	2	8	47	4	63%	-2
2017	6	5	2	2	7	9	6						37	5	135%	1

Other registrations Jan to date are up 76% from 2016 and down 23% from 2015, and up 37% from 2014
Other registration monthly average up 35% from 2016, down 15% from 2015, and up 27% from 2014

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	7	2	4	3	4	8	6	1	4	5	5	5	54	5		
2015	3	5	4	4	5	10	19	5	9	5	2	9	80	7	148%	2
2016	1	1	3	1	1	2	4	8	3	1	4	1	30	3	38%	-4
2017	6	10	2	0	6	9	6						39	6	223%	3

Other dispositions Jan to date are up 200% from 2016, up 22% from 2015, and up 15% from 2014
Other disposition monthly average up 123% from 2016, down 16% from 2015, and up 24% from 2014

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	1	1	9	13	11	7	3	11	11	10	6	7	7	8		
2015	10	6	7	15	24	22	4	9	8	5	5	2	2	10	130%	2
2016	3	4	2	2	5	7	10	9	13	14	12	20	20	8	86%	-1
2017	19	14	0	2	2	8	8							8	90%	-1

Other balance of open cases is up 61% from 2016, down 40% from 2015, and up 18% from 2014
Other balance monthly average down 10% from 2016, down 22% from 2015, and up 1% from 2014

2106	90%	161%
2015	78%	60%
2014	101%	118%
chg to '14 avg		chg to '14 YTD

ALL PROGRAM TRENDS-AO

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	1,681	1,666	1,620	1,959	1,623	1,812	1,847	1,729	1,636	1,873	1,298	1,417	20,161	1,680		
2015	1,095	1,288	1,605	1,608	1,470	1,116	1,642	1,586	1,088	1,114	1,156	1,206	15,974	1,331	79%	-349
2016	989	1,003	1,345	1,260	1,018	1,397	1,059	1,059	1,318	1,010	824	1,071	13,353	1,113	84%	-218
2017	886	851	1,134	974	1,016	1,283	1,186						7,330	1,047	94%	-66

Registrations Jan to date down 9% from 2016, down 25% from 2015, and down 40% from 2014

Registration monthly average down 6% from 2016, down 21% from 2015, and down 39% from 2014

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	1,517	1,549	1,743	1,877	1,661	1,634	1,583	1,813	1,925	1,568	1,438	1,637	19,945	1,662		
2015	1,415	1,377	1,269	1,346	1,320	1,798	1,888	1,597	1,432	1,242	947	1,413	17,044	1,420	85%	-242
2016	1,217	842	1,359	958	1,273	732	965	1,401	1,261	1,274	1,104	959	13,345	1,112	78%	-308
2017	961	1,062	1,078	1,022	1,146	1,107	1,017						7,393	1,056	95%	-56

Dispositions Jan to date are up 1% from 2016, down 32% from 2015, and down 36% from 2014

Disposition monthly average down 5% from 2016, down 24% from 2015, and down 36% from 2014

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	2,057	2,452	1,910	2,509	2,625	2,671	2,484	1,804	2,049	2,575	2,562	1,970	1,970	2,306		
2015	1,783	1,690	2,028	2,290	2,436	1,752	1,499	1,483	1,137	1,006	1,222	998	998	1,610	70%	-695
2016	771	929	902	1,243	982	1,645	1,738	1,395	1,449	1,181	900	1,016	1,016	1,179	73%	-431
2017	936	725	782	731	603	773	943							785	67%	-395

Open Balance Jan to date is down 33% from 2016, down 59% from 2015, and down 67% from 2014

Open Balance monthly average down 33% from 2016, down 51% from 2015, and down 66% from 2014

2016	67%	67%
2015	49%	41%
2014	34%	33%
chg to '14 avg		chg to '14 YTD

APPELLATE OPERATIONS TL & Case Aging TRENDS													Avg.
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Standard 45-Day	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
Standard 75-Day	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Standard 150-Day	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Case Age	40	40	40	40	40	40	40	40	40	40	40	40	40
11/12 45-Day	5.2%	6.9%	4.6%	10.1%	10.6%	10.5%	11.6%	11.7%	17.2%	16.6%	47.9%	70.0%	18.6%
11/12 75-Day	89.2%	87.9%	60.8%	43.9%	40.0%	43.1%	72.7%	86.4%	89.5%	85.5%	91.0%	90.8%	73.4%
11/12 150-Day	99.7%	99.4%	99.4%	97.3%	98.9%	99.0%	98.9%	99.2%	99.5%	99.3%	99.3%	99.1%	99.1%
Case Aging	39	45	43	47	48	44	39	38	39	37	32	30	40
12/13 45-Day	66.4%	57.4%	20.5%	12.8%	28.7%	40.7%	25.5%	22.1%	14.3%	13.1%	24.0%	53.3%	31.6%
12/13 75-Day	94.0%	91.8%	81.7%	80.9%	80.6%	76.4%	75.4%	83.2%	75.3%	82.7%	76.6%	90.6%	82.4%
12/13 150-Day	99.3%	99.5%	99.4%	99.7%	99.2%	99.0%	99.0%	99.6%	98.3%	99.7%	99.8%	99.7%	99.4%
Case Aging	31	38	44	48	44	49	45	45	41	41	35	29.1	41
13/14 45-Day	62.3%	76.0%	72.4%	56.6%	77.4%	80.5%	74.5%	52.4%	52.5%	51.0%	59.1%	77.1%	66.0%
13/14 75-Day	92.1%	94.4%	90.7%	90.3%	94.8%	96.3%	97.3%	93.1%	92.3%	91.6%	93.3%	96.3%	93.5%
13/14 150-Day	99.7%	99.7%	99.8%	99.8%	99.6%	99.9%	99.9%	99.5%	99.6%	99.4%	99.6%	99.9%	99.7%
Case Aging	30.1	31.0	32.2	30.1	28.4	24.0	31.1	35.0	33.8	31.8	27.8	29.3	30.4
14/15 45-Day	77.9%	79.7%	69.8%	42.1%	48.6%	56.9%	38.5%	39.7%	42.4%	45.1%	20.5%	57.5%	51.6%
14/15 75-Day	96.9%	96.4%	95.7%	96.1%	90.6%	93.4%	91.3%	88.8%	82.1%	67.8%	77.4%	93.6%	89.2%
14/15 150-Day	99.2%	99.8%	99.8%	99.8%	99.7%	99.8%	99.5%	99.5%	99.0%	99.9%	99.8%	99.8%	99.6%
Case Aging	28.3	30.3	32.3	35.1	35.9	37.6	36.0	41.1	38.8	41.5	33.4	33.9	35.4
15/16 45-Day	43.2%	21.1%	35.0%	40.2%	69.0%	68.4%	82.5%	81.0%	73.4%	72.8%	77.7%	79.8%	62.0%
15/16 75-Day	92.4%	94.6%	88.0%	89.1%	95.3%	94.6%	96.4%	97.3%	97.6%	96.6%	93.4%	94.6%	94.1%
15/16 150-Day	99.6%	99.8%	100.0%	99.4%	99.8%	98.9%	99.4%	99.5%	99.8%	99.7%	99.2%	99.8%	99.6%
Case Aging	37.3	40.9	42.2	33.1	32.9	29.8	29.6	31.5	30.8	31.2	29.2	25.0	32.8
16/17 45-Day	77.4%	78.9%	62.1%	47.7%	27.8%	52.6%	68.7%	77.2%	73.4%	53.3%	72.1%	82.1%	64.4%
16/17 75-Day	98.0%	95.2%	92.3%	95.1%	91.1%	90.2%	93.8%	95.4%	96.9%	93.9%	97.3%	96.8%	94.7%
16/17 150-Day	99.7%	99.4%	99.7%	100.0%	100.0%	99.6%	99.9%	99.3%	99.6%	100.0%	100.0%	99.8%	99.7%
Case Aging	29.0	33.4	32.3	40.1	37.7	34.0	31.5	31.7	32.4	32.5	30.4	27.9	32.7
17/18 45-Day	88.6%	79.0%	69.2%	71.43%									77.1%
17/18 75-Day	98.0%	99.2%	96.2%	95.90%									97.3%
17/18 150-Day	99.8%	100.0%	100.0%	100.00%									99.9%
Case Aging	25.4	30.3	25.8	27.0									27.1

FY UI TRENDS-AO

Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42

REGISTRATIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	1,790	1,676	1,563	1,795	1,234	1,332	1,027	1,225	1,534	1,518	1,394	1,056	17,144	1,429		
15/16	1,583	1,480	999	1,070	1,114	1,142	937	967	1,345	1,211	960	1,322	14,130	1,178	82%	-251
16/17	996	986	1,248	964	775	1,010	825	784	1,046	923	962	1,216	11,735	978	83%	-200
17/18	1,122												1,122	1,122	115%	144

UI registrations July to date are up 13% from 16/17, down 29% from 15/16, and down 37% from 14/15
 UI registration monthly average is up 15% from 16/17, down 5% from 15/16, and down 21% from 14/15

DISPOSITIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	1,518	1,752	1,871	1,503	1,381	1,571	1,348	1,285	1,212	1,271	1,231	1,733		1,473		
15/16	1,782	1,527	1,318	1,139	907	1,345	1,168	799	1,359	919	1,221	678	14,162	1,180	80%	-293
16/17	923	1,325	1,219	1,243	1,035	924	886	975	963	957	1,081	1,065	12,596	1,050	89%	-131
17/18	949												949	949	90%	-101

UI dispositions July to date are up 3% from 16/17, down 47% from 15/16, and down 37% from 14/15
 UI disposition monthly average is down 10% from 16/17, down 20% from 15/16, and down 36% from 14/15

BALANCE OPEN CASES

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	2,432	2,349	2,047	2,340	2,181	1,937	1,613	1,549	1,873	2,120	2,277	1,599	24,317	2,026		
15/16	1,394	1,342	1,021	949	1,161	943	713	878	902	1,185	917	1,560	12,965	1,080	53%	-946
16/17	1,631	1,291	1,317	1,033	773	862	797	606	688	651	533	681	10,863	905	84%	-175
17/18	853												853	853	94%	-52

UI balance of open cases to date are down 48% from 16/17, down 39% from 15/16, and down 65% from 14/15
 UI balance monthly average is down 6% from 16/17, down 21% from 15/16, and down 58% from 14/15

15/16	94%	52%	
14/15	79%	61%	
13/14	42%	35%	
chg 14/15 avg			
chg 14/15 YTD			

FY DI TRENDS-AO
Program Codes 7, 10, 11, 12, 16 & 20

REGISTRATIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	55	39	59	69	52	71	59	54	57	72	56	51	694	58		
15/16	52	91	72	37	38	54	41	33	60	44	46	60	628	52	90%	-6
16/17	41	51	46	34	40	44	47	56	58	37	32	50	536	45	85%	-8
17/18	37												37	37	83%	-8

DI registrations July to date are down 10% from 16/17, down 29% from 15/16, and down 33% from 14/15.
DI registration monthly average is up 17% from 16/17, down 29% from 15/16, and down 36% from 14/15.

15/16	83%	90%
14/15	71%	71%
13/14	64%	67%

chg 14/15 avg chg to 14/15 YTD

DISPOSITIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	45	50	50	55	45	56	59	74	53	59	74	52	672	56		
15/16	80	56	101	87	34	55	39	31	61	37	48	47	676	56	101%	0
16/17	31	65	35	25	56	35	56	59	76	44	39	27	548	46	81%	-11
17/18	54												54	54	118%	8

DI dispositions July to date are up 74% from 16/17, down 32% from 15/16, and up 20% from 14/15.
DI disposition monthly average is up 18% from 16/17, down 4% from 15/16, and down 4% from 14/15.

15/16	118%	174%
14/15	96%	68%
13/14	96%	120%

chg 14/15 avg chg to 14/15 YTD

BALANCE OPEN CASES

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	92	81	91	106	112	82	127	107	111	125	109	106	1,249	104		
15/16	77	112	82	32	37	34	36	38	38	44	43	55	628	52	50%	-52
16/17	65	51	62	71	55	70	61	58	40	33	27	49	642	54	102%	1
17/18	32												32	32	60%	-22

Open Balance of DI case to date are down 51% from 16/17, down 58% from 15/16, and down 65% from 14/15.
Open Balance monthly average is down 40% from 16/17, down 39% from 15/16, and down 69% from 14/15.

15/16	60%	49%
14/15	61%	42%
13/14	31%	35%

chg 14/15 avg chg to 14/15 YTD

FY TAX TRENDS-AO
Program Codes 15, 17, 18, 32, 45, 46, 47, 48

REGISTRATIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	1	5	10	5	11	9	3	8	9	5	6	1	73	6		
15/16	6	5	10	5	2	4	9	1	6	4	8	11	71	6	97%	0
16/17	15	15	17	10	7	9	8	6	12	9	14	8	130	11	183%	5
17/18	21												21	21	194%	10

Tax registrations July to date are up 40% from 16/17, up 250% from 15/16 and down 2100% from 14/15
Tax registration monthly average is up 94% from 15/16, up 255% from 14/15, and up 245% from 13/14

15/16	194%	140%
14/15	355%	350%
13/14	345%	2100%

chg 14/15 avg

chg 14/15 YTD

DISPOSITIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	6	10	0	5	7	5	5	13	0	12	10	3	76	6		
15/16	7	9	4	11	4	4	9	11	6	1	3	5	74	6	97%	0
16/17	7	3	4	5	9	5	13	18	16	13	20	6	119	10	161%	4
17/18	8												8	8	81%	-2

Tax dispositions July to date are up 14% from 15/16, up 14% from 14/15 and up 33% from 13/14.
Tax disposition monthly average is down 19% from 15/16, up 30% from 14/15, and up 26% from 13/14.

15/16	81%	114%
14/15	130%	114%
13/14	126%	133%

chg 14/15 avg

chg 14/15 YTD

BALANCE OPEN CASES

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	22	18	28	27	31	35	33	28	37	30	26	25	28		
15/16	24	20	26	20	19	19	19	9	9	12	17	23	18	64%	-10
16/17	32	44	57	63	60	64	59	47	45	41	35	37	49	269%	31
17/18	50												50	103%	1

Tax balance of open cases to date is up 56% from 15/16, up 108% from 14/15, and up 127% from 13/14
Tax balance monthly average is up 3% from 15/16, up 176% from 14/15, and down 3% from 13/14

15/16	103%	156%
14/15	276%	208%
13/14	176%	227%

chg 14/15 avg

chg 14/15 YTD

FY OTHER TRENDS-AO
Program Codes 9,13, 14, 19, 21,22, 40, 44

REGISTRATIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	2	9	4	4	1	5	6	1	5	13	14	8	72	6		
15/16	1	10	7	2	2	6	2	2	1	1	4	4	42	4	58%	-3
16/17	7	7	7	2	2	8	6	5	2	2	8	9	65	5	155%	2
17/18	6												6	6	111%	1

Other registrations July to date is are down 14% from 16/17, up 500% from 15/16, and up 200% from 14/15.
 Other registration monthly average is up 11% from 16/17, up 71% from 15/16, and unchanged from 14/15.

DISPOSITIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	6	1	4	5	5	5	3	5	4	4	5	10	57	5		
15/16	19	5	9	5	2	9	1	1	3	1	1	2	58	5	102%	0
16/17	4	8	3	1	4	1	6	10	2	0	6	9	54	5	93%	0
17/18	6												6	6	133%	2

Other dispositions July to date are down 50% from 16/17, down 68% 15/16, and unchanged from 14/15.
 Other disposition monthly average up 33% from 16/17, up 24% from 15/16, and up 26% from 14/15.

BALANCE OPEN CASES

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	3	11	11	10	6	7	10	6	7	15	24	22	11		
15/16	4	9	8	5	5	2	3	4	2	2	5	7	5	42%	-6
16/17	10	9	13	14	12	20	19	14	0	2	8	8	11	230%	6
17/18	8												8	74%	-3

Other balance of open cases is down20% from 16/17, up 100% from 15/16, and up 167% from 14/15.
 Other balance monthly average is down 24% from 16/17, up 71% from 15/16, and down 27% from 14/15.

15/16	74%	80%	
14/15	171%	200%	
13/14	73%	267%	
chg 14/15 avg		chg 14/15 YTD	

FY ALL PROGRAM TRENDS-AO

REGISTRATIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	1,847	1,729	1,636	1,873	1,298	1,417	1,095	1,288	1,605	1,608	1,470	1,116	17,982	1,499		
15/16	1,642	1,586	1,088	1,114	1,156	1,206	989	1,003	1,412	1,260	1,018	1,397	14,871	1,239	83%	-259
16/17	1,059	1,059	1,318	1,010	824	1,071	886	851	1,134	974	1,016	1,283	12,485	1,040	84%	-199
17/18	1,186												1,186	1,186	114%	146

Registrations July to date up 12% from 16/17, down 28% from 15/16, and down 36% from 14/15.

Registration monthly average up 14% from 16/17, down 4% from 15/16, and down 21% from 14/15.

15/16	114%	112%
14/15	96%	72%
13/14	79%	64%

chg 14/15 avg

chg 14/15 YTD

DISPOSITIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	1,583	1,813	1,925	1,568	1,438	1,637	1,415	1,377	1,269	1,346	1,320	1,798	18,489	1,541		
15/16	1,888	1,597	1,432	1,242	947	1,413	1,217	842	1,429	958	1,273	732	14,970	1,248	81%	-293
16/17	965	1,401	1,261	1,274	1,104	959	961	1,062	1,078	1,022	1,146	1,107	13,340	1,112	89%	-136
17/18	1,017												1,017	1,017	91%	-95

Dispositions July to date are up 5% from 16/17, down 46% from 15/16, and down 36% from 14/15.

Disposition monthly average is down 9% from 16/17, down 18% from 15/16, and down 34% from 14/15.

15/16	91%	105%
14/15	82%	54%
13/14	66%	64%

chg 14/15 avg

chg 14/15 YTD

BALANCE OPEN CASES

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	2,484	1,804	2,049	2,575	2,562	1,970	1,783	1,690	2,028	2,290	2,436	1,752	2,119		
15/16	1,499	1,483	1,137	1,006	1,222	998	771	929	951	1,243	982	1,645	1,156	55%	-963
16/17	1,738	1,395	1,449	1,181	900	1,016	936	725	782	731	603	775	1,019	88%	-136
17/18	943												943	93%	-76

Open Balance to date is down 46% from 16/17, down 37% from 15/16, and down 62% from 14/15.

Open Balance monthly average is down 7% from 16/17, down 18% from 15/16, and down 55% from 14/15.

15/16	93%	54%
14/15	82%	63%
13/14	45%	38%

chg 14/15 avg

chg 14/15 YTD

APPELLATE OPERATIONS TL & Case Aging TRENDS														Avg.
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Standard 45-Day	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
Standard 75-Day	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Standard 150-Day	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard Case Age	40	40	40	40	40	40	40	40	40	40	40	40	40	40
11/12 45-Day	5.2%	6.9%	4.6%	10.1%	10.6%	10.5%	11.6%	11.7%	17.2%	16.6%	47.9%	70.0%	18.6%	
11/12 75-Day	89.2%	87.9%	60.8%	43.9%	40.0%	43.1%	72.7%	86.4%	89.5%	85.5%	91.0%	90.8%	73.4%	
11/12 150-Day	99.7%	99.4%	99.4%	97.3%	98.9%	99.0%	98.9%	99.2%	99.5%	99.3%	99.3%	99.1%	99.1%	
Case Aging	39	45	43	47	48	44	39	38	39	37	32	30	40	
12/13 45-Day	66.4%	57.4%	20.5%	12.8%	28.7%	40.7%	25.5%	22.1%	14.3%	13.1%	24.0%	53.3%	31.6%	
12/13 75-Day	94.0%	91.8%	81.7%	80.9%	80.6%	76.4%	75.4%	83.2%	75.3%	82.7%	76.6%	90.6%	82.4%	
12/13 150-Day	99.3%	99.5%	99.4%	99.7%	99.2%	99.0%	99.0%	99.6%	98.3%	99.7%	99.8%	99.7%	99.4%	
Case Aging	31	38	44	48	44	49	45	45	41	41	35	29.1	41	
13/14 45-Day	62.3%	76.0%	72.4%	56.6%	77.4%	80.5%	74.5%	52.4%	52.5%	51.0%	59.1%	77.1%	66.0%	
13/14 75-Day	92.1%	94.4%	90.7%	90.3%	94.8%	96.3%	97.3%	93.1%	92.3%	91.6%	93.3%	96.3%	93.5%	
13/14 150-Day	99.7%	99.7%	99.8%	99.8%	99.6%	99.9%	99.9%	99.5%	99.6%	99.4%	99.6%	99.9%	99.7%	
Case Aging	30.1	31.0	32.2	30.1	28.4	24.0	31.1	35.0	33.8	31.8	27.8	29.3	30.4	
14/15 45-Day	77.9%	79.7%	69.8%	42.1%	48.6%	56.9%	38.5%	39.7%	42.4%	45.1%	20.5%	57.5%	51.6%	
14/15 75-Day	96.9%	96.4%	95.7%	96.1%	90.6%	93.4%	91.3%	88.8%	82.1%	67.8%	77.4%	93.6%	89.2%	
14/15 150-Day	99.2%	99.8%	99.8%	99.8%	99.7%	99.8%	99.5%	99.5%	99.0%	99.9%	99.8%	99.8%	99.6%	
Case Aging	28.3	30.3	32.3	35.1	35.9	37.6	36.0	41.1	38.8	41.5	33.4	33.9	35.4	
15/16 45-Day	43.2%	21.1%	35.1%	40.2%	69.0%	68.4%	82.5%	81.0%	73.4%	72.8%	77.7%	79.8%	62.0%	
15/16 75-Day	92.4%	94.6%	87.9%	89.1%	95.3%	94.6%	96.4%	97.3%	97.6%	96.6%	93.4%	94.6%	94.1%	
15/16 150-Day	99.6%	99.8%	99.8%	99.4%	99.8%	98.9%	99.4%	99.5%	99.8%	99.7%	99.2%	99.8%	99.6%	
Case Aging	37.3	40.9	42.2	33.1	32.9	29.8	29.6	31.5	30.8	31.2	29.2	25.0	32.8	
16/17 45-Day	77.4%	78.9%	62.1%	47.7%	27.8%	52.6%	68.7%	77.2%	73.4%	53.3%	72.1%	82.1%	64.4%	
16/17 75-Day	98.0%	95.2%	92.3%	95.1%	91.1%	90.2%	93.8%	95.4%	96.9%	93.9%	97.3%	96.8%	94.7%	
16/17 150-Day	99.7%	99.4%	99.7%	100.0%	100.0%	99.6%	99.9%	99.3%	99.6%	100.0%	100.0%	99.8%	99.7%	
Case Aging	29.0	33.4	32.3	40.1	37.7	34.0	31.5	31.7	32.4	32.5	30.4	27.9	32.7	
17/18 45-Day	88.6%	79.0%	69.2%	71.43%									77.1%	
17/18 75-Day	98.0%	99.2%	96.2%	95.90%									97.3%	
17/18 150-Day	99.8%	100.0%	100.0%	100.00%									99.9%	
Case Aging	25.4	30.3	25.8	27.0									27.1	

APPELLATE		2017												AO		Appellants	
WORKLOAD		Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Average	Current Mo. % of Avg.	TOTAL	Current Mo.
Registrations																	
UI TL		825	784	1,046	923	962	1,216	1,122						983	114%	6,878	
DI		47	56	58	37	32	50	37						45	82%	317	
Ruling & T-R		5	5	16	3	7	4	5						6	78%	45	
Tax		8	6	12	9	14	8	21						11	188%	78	
Other		1	0	2	2	1	5	1						2	58%	12	
Total		886	851	1,134	974	1,016	1,283	1,186	0	0	0	0	0	1,047	113%	7,330	635
Multi Cases																	
Dispositions																	
UI TL		886	975	963	957	1,081	1,065	949						982	97%	6,876	
DI		56	59	76	44	39	27	54						51	106%	355	
Ruling & T-R		5	9	21	8	5	7	4						8	47%	59	
Tax		13	18	16	13	20	6	8						13	60%	94	
Other		1	1	2	0	1	2	2						1	156%	9	
Total		961	1,062	1,078	1,022	1,146	1,107	1,017	0	0	0	0	0	1,056	96%	7,393	599
Multi Cases/Ctl																	
Balance - Open Cases																	
UI TL		797	606	688	684	533	679	853						691	123%		
DI		61	58	40	34	27	49	32						43	74%		
Ruling & T-R		18	14	9	4	6	3	4						8	48%		
Tax		59	47	45	41	35	37	50						45	111%		
Other		1	0	0	2	2	5	4						2	200%		
Total		936	725	782	765	603	775	943	0	0	0	0	0	790	119%		538
Multi Cases																	Estimate
FO to AO Appeal Rate																	
UI TL		4.7%	4.8%	6.1%	4.9%	6.4%	7.5%	6.7%						5.9%	114.0%		
DI		4.6%	4.6%	6.2%	3.7%	3.6%	4.0%	4.5%						4.5%	100.5%		
Ruling & T-R		1.5%	1.6%	1.8%	0.8%	1.8%	1.3%	1.9%						1.5%	125.8%		
Tax		4.7%	1.9%	4.9%	3.2%	5.7%	3.0%	5.8%						4.2%	139.4%		
Other		5.9%	0.0%	12.5%	7.7%	7.7%	20.0%	5.6%						8.5%	65.6%		
Overall Rate		4.7%	4.7%	5.9%	4.7%	6.2%	7.1%	6.5%						5.7%	114.7%		

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APPELLATE		2017												AO					
		Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Average	Current Mo. % of Avg.				
TIME LAPSE																			
	45 Day-50 %	53	72	82	89	79	69	71						74	97%				
	75 Day- 80 %	94	97	97	98	99	96	96						97	99%				
	150 Day- 95 %	100	100	100	100	100	100	100						100	100%				
CASE AGE																			
Avg Days-UI (mean)		32.5	30.4	27.9	25.4	30.3	25.8	27.0						28.5	95%				
Avg Days-UI (median)		28.0	27.0	28.0	23.0	26.0	22.0	21.0						25.0	84%				
Over 120 days old																			
	UI Cases	0	0	1	0	0	0	4						1	560%				
	UI %	0%	0%	0%	0%	0%	0%	0%						0%					
	UI % w/out initials	0%	0%	0%	0%	0%	0%	0%						0%					
NET PYS USED																			
	ALJ	7.70	7.97	7.17	8.36	7.18	7.63							7.7	100%				
	AO Non ALJ	17.58	18.46	18.87	17.16	15.02	14.82							17.0	87%				
	CTU Non ALJ	1.58	1.54	1.92	1.74	1.63	1.69							1.7	100%				
	Net Pys	26.86	27.97	27.96	27.26	23.83	24.14	0.00	0.00	0.00	0.00	0.00	0.00	26.3	92%				
RATIOS																			
	AO w/o transcribers	2.28	2.32	2.63	2.05	2.09	1.94							2.21	88%				
	AO with transcribers	2.49	2.51	2.90	2.26	2.32	2.16							2.43	89%				
TRANSCRIPTS																			
	PAGES	27	21	33	22	25	22							25	88%	150			
	AVG PGS Per T/S	1,612	2,016	2,267	1,672	1,350	1,496							1,736	86%	10,413			
		60	96	69	76	54	68							75	91%				
PRODUCTIVITY																			
	ALJ Displ/wk	31.2	33.3	34.2	29.1	36.3	33.0							31.2	106%				
	Trans Pgs/day	51.01	65.45	53.67	45.76	37.65	40.30							51.0	79%				

APPELLATE		2016-2017												AO		Appellants	
WORKLOAD	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Current Mo. % of Avg.	TOTAL	Current Mo.	
Registrations	UI TL	1,122											1,122	100%	1,122		
	DI	37											37	100%	37		
	Ruling & T-R	5											5	100%	5		
	Tax	21											21	100%	21		
	Other	1											1	100%	1		
	Total	1,186	0	0	0	0	0	0	0	0	0	0	0	1,186	100%	1,186	635
Multi Cases																	
Dispositions	UI TL	949											949	100%	949		
	DI	54											54	100%	54		
	Ruling & T-R	4											4	100%	4		
	Tax	8											8	100%	8		
	Other	2											2	100%	2		
	Total	1,017	0	0	0	0	0	0	0	0	0	0	0	1,017	100%	1,017	599
Multi Case/Cit																	
Balance - Open Cases	UI TL	853											853	100%			
	DI	32											32	100%			
	Ruling & T-R	4											4	100%			
	Tax	50											50	100%			
	Other	4											4	100%			
	Total	943	0	0	0	0	0	0	0	0	0	0	775	943	100%		443
Multi Cases																	
FO to AO Appeal Rate																	
UI TL	6.7%												6.7%	100%			
DI	4.5%												4.5%	100%			
Ruling & T-R	1.9%												1.9%	100%			
Tax	5.8%												5.8%	100%			
Other	5.6%												5.6%	100%			
Overall Rate	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	1200%			

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Monthly Board Meeting Litigation Report - July 2017

AGENDA ITEM 9

<u>LITIGATION CASES PENDING</u>	TOTAL = 113	
SUPERIOR COURT: Claimant Petitions.....		82
Employer Petitions.....		13
EDD Petitions.....		0
Non-benefit Court Cases		4
APPELLATE COURT: Claimant Appeals.....		9
Employer Appeals.....		3
EDD Appeals.....		0
Non-benefit Court Cases		1
ISSUES: UI.....		94
DI.....		10
Tax.....		3
Non-benefit Court Cases		6

2017 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

<u>LITIGATION CASES FILED</u>	<u>YTD</u>	<u>July</u>
SUPERIOR COURT: Claimant Petitions.....	28	11
Employer Petitions.....	7	1
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	1	0
Employer Appeals.....	1	0
EDD Appeals.....	0	0
<u>LITIGATION CASES CLOSED</u>	<u>YTD</u>	<u>July</u>
SUPERIOR COURT: Claimant Petitions.....	15	0
Employer Petitions.....	4	0
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	6	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0

2017 Decision Summary

<u>Claimant Appeals</u>	<u>Employer Appeals</u>	<u>CUIAB Decisions</u>
Win: 2 Loss: 17	Win: 0 Loss: 4	Affirmed: 21 Reversed: 2 Remanded: 0

CUIAB 16/17 Fiscal Year Paid Overtime/Lump Sum Payout - SCO Report
July 2016 through June 2017

Branch	16/17 Fiscal Year-to-Date Overtime Expenditure						FY Y-T-D Other	
	FY Y-T-D Decision Typing Hours	Pay	FY Y-T-D CTU Typing Hours	Pay	FY Y-T-D Registration Hours	Pay	Hours	Pay
Appellate	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00
Admin	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00
IT	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	646.50	\$32,603.46
Exec	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00	\$0.00
Field	336.25	\$12,014.97	0.00	\$0.00	0.00	\$0.00	0.50	\$331.95
Total	336.25	\$12,014.97	0.00	\$0.00	0.00	\$0.00	647.00	\$32,935.41

16/17 Fiscal Year-to-Date Total Overtime Expenditures						CTO Expenditures		FY 16/17 FY Projections
Branch	16/17 FY Allocation	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	Allocation Balance	Hours	Estimated Pay	Estimated Expenditures Over-/Under
Appellate	\$0.00	0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00
Admin	\$687.00	0.00	0.00	\$0.00	\$687.00	37.50	\$1,854.93	-\$1,167.93
IT	\$40,773.00	646.50	0.31	\$32,603.46	\$8,169.54	146.00	\$8,280.82	-\$111.28
Exec	\$0.00	0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00
Field Operations	\$0.00	336.75	0.16	\$12,346.92	-\$12,346.92	23.00	\$871.68	-\$13,218.60
Total	41,460.00	983.25	0.47	\$44,950.38	-\$3,490.38	206.50	\$11,007.43	-\$14,497.81
Actual Monthly Average Personnel Year						0.47	0.10	

16/17 Fiscal Year-to-Date Lump Sum Payout July 2016 through June 2017									
Branch	Year-to-Date Hours	Year-to-Date Position Equivalent	Year-to-Date Pay	16/17 Allocation	Allocation Balance	Estimated Over-/Under			
Appellate	679.50	0.33	\$40,511	\$60,130	\$19,619	\$19,618.93			
Admin	0.00	0.00	\$0	\$5,000	\$5,000	\$5,000.00			
IT	-945.70	-0.45	-\$51,203	\$5,000	\$56,203	\$56,203.45			
Exec	2,017.00	0.97	\$127,157	\$29,614	-\$97,543	-\$97,542.62			
Field Operations	4,135.60	1.99	\$230,193	\$828,748	\$598,555	\$598,555.29			
Total	5,886.40	2.83	\$346,657	\$928,492	\$581,835	\$581,835			

CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD

JULY 2017 PERFORMANCE INDICATORS

FIELD OPERATIONS

MEETING DOL STANDARDS

UI TIMELAPSE CASES

Closed Cases	<u>Closed</u>	<u>DOL Standard</u>
% Closed in <= 30 Days	65.6%	≥60%
% Closed in <= 45 Days	86.5%	≥80%
Pending Cases	<u>Avg. Days</u>	<u>DOL Standard</u>
Case Aging	26.2	≤30

WORKLOAD

	<u>UI</u>	<u>ALL</u>
Opened	16,356	17,699
Closed	14,141	15,735
Balance of Open Cases	16,526	26,069

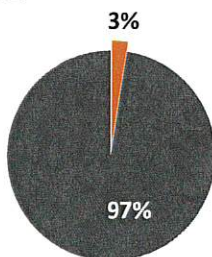
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

	<u>Days</u>
UI Timelapse Appeals	36
DI Appeals (including PFL)	67
All Programs	66

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	98%
UI Extensions as % of All UI	2%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 3% of UI Open Balance, and Regular UI cases made up 97%.

APPELLATE OPERATIONS

MEETING DOL GUIDELINES & STANDARDS

UI TIMELAPSE CASES

Closed Cases	<u>Closed</u>	<u>DOL Guideline</u>
% Closed in <= 45 Days	71.4%	≥50%
% Closed in <= 75 Days	95.9%	≥80%
Pending Cases	<u>Avg. Days</u>	<u>DOL Standard</u>
Case Aging	27.0	≤40

WORKLOAD

	<u>UI</u>	<u>ALL</u>
Opened	1,122	1,186
Closed	949	1,017
Balance of Open Cases	853	943

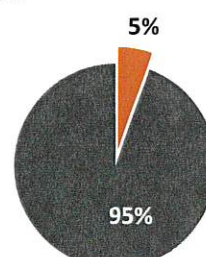
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

	<u>Days</u>
UI Timelapse Appeals	42
DI Appeals (including PFL)	39
All Programs	42

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	96%
UI Extensions as % of All UI	4%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 5% of UI Open Balance, and Regular UI cases made up 95%.

California Unemployment Insurance Appeals Board
FO Cycle Time Summary Report
For Cases Closed in July 2017

UI Timelapse CASES	OVERALL Average Days to Process an Appeal	By Step in Process			
		Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	42	3	18	14	2
Inglewood	40	5	14	13	2
Inland	34	3	7	16	2
Los Angeles	33	3	8	14	3
Oakland	35	5	9	15	1
Orange County	34	4	8	14	1
Oxnard	35	3	11	14	1
Pasadena	35	3	8	14	2
Sacramento	39	3	12	17	5
San Diego	35	3	13	13	1
San Francisco	37	4	12	14	2
San Jose	36	2	15	14	0
Statewide	36	3	11	14	2

ALL CASES	OVERALL Average Days to Process an Appeal	By Step in Process			
		Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	54	3	20	14	2
Inglewood	98	7	21	17	2
Inland	42	3	8	18	3
Los Angeles	60	3	9	16	3
Oakland	43	5	10	17	2
Orange County	70	5	11	16	2
Oxnard	37	3	12	14	1
Pasadena	39	3	9	14	2
Sacramento	49	3	13	18	5
San Diego	69	3	12	14	1
San Francisco	60	4	13	17	2
San Jose	63	3	18	15	0
Tax Office	863	N/A	N/A	71	249
Statewide	66	4	13	16	2

California Unemployment Insurance Appeals Board
FO Cycle Time Summary Report
For Cases Closed in July 2017

PFL CASES	OVERALL Average Days to Process an Appeal	By Step in Process			
		Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	N/A	N/A	N/A	N/A	N/A
Inglewood	46	11	16	16	0
Inland	58	4	23	15	12
Los Angeles	56	5	21	19	2
Oakland	58	6	38	13	0
Orange County	60	6	35	14	2
Oxnard	40	4	8	13	0
Pasadena	N/A	N/A	N/A	N/A	N/A
Sacramento	N/A	N/A	N/A	N/A	N/A
San Diego	N/A	N/A	N/A	N/A	N/A
San Francisco	50	6	17	14	4
San Jose	66	4	43	13	0
Statewide	56	5	25	15	4

DI CASES (No PFL)	OVERALL Average Days to Process an Appeal	By Step in Process			
		Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	62	5	27	15	3
Inglewood	56	8	15	14	5
Inland	72	4	23	16	8
Los Angeles	61	7	19	18	4
Oakland	80	8	34	19	11
Orange County	88	10	41	15	8
Oxnard	57	9	24	13	2
Pasadena	63	12	14	14	6
Sacramento	73	4	31	15	4
San Diego	45	6	8	14	6
San Francisco	62	9	15	16	7
San Jose	75	6	40	14	2
Statewide	67	7	25	15	5